



Durham County Council

# Parking Services

Annual Report  
2011/2012



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# Chapter 1

## Foreword



Welcome to the fourth Parking Services Annual Report which sets out our achievements during 2011/12.

This report demonstrates how the Parking Services team and its partners have continued to support the safe and expeditious movement of traffic through the enforcement of parking restrictions. The introduction of Civil Parking Enforcement in the north of the county is of particular note, and over time we expect to see an increase in compliance with parking restrictions and deliver real improvements in road safety in the former districts of Chester-le-Street, Derwentside and Easington.

The report also demonstrates how we provide a high quality Park and Ride service. The extension of the Park and Ride site at Belmont has enabled us to increase provision for the public during special events in the city. Parking Services were proud to assist in the organisation of the Lumiere festival, which created worldwide coverage for County Durham and was a fantastic boost to the county's economy.

The introduction of Civil Parking Enforcement in the north of the county, and the introduction in the south of the county in 2013, means that we will continue to improve road safety and meet the needs of residents, visitors, businesses and disabled people over this and future years. This will ensure that we provide local communities with an efficient and effective parking service, which will contribute towards an 'Altogether Better' Durham.



Councillor Neil Foster

Cabinet Member for Regeneration and Economic Development

# Chapter 2

## Our Purpose

### Our Mission

We have developed our mission statement to align with both the values and expectations of our stakeholders as expressed in the Council Plan, the overarching plan that directs the planning of all services in the Council, and the Local Transport Plan 3 (LTP3), a comprehensive plan for the future of transport in County Durham.

Our Mission is: -

*To contribute to the development of the economic, social and environmental wellbeing of County Durham by working in partnership with stakeholders to provide a quality, cost effective parking service.*

### Our Values

Our values define the way Parking Services operates. These are the principles that guide our actions.

Our values are: -

*To believe in what we are doing and how we are doing it and to act with fairness and integrity at all times.*

### Our Aims

Our aims align with those contained within the LTP3 and the Operational Guidance to Local Authorities: Parking Policy and Enforcement.

Our aims are: -

- Contribute to equality and social inclusion by improving accessibility
- Improve road safety
- Improve the quality and accessibility of public transport including access to health services
- Fulfill the transport role in the delivery and support of a vibrant and efficient economy by ensuring the expeditious movement of traffic
- Build liveable streets and neighbourhoods by managing and reconciling the competing demands for kerb space
- Improve the local environment
- Meet the needs of people with disabilities

## Our Objectives

We judge the success of our operation according to how far desired transport aims have been achieved, not the number of Penalty Charge Notices issued. To measure our performance we have developed a number of objectives that are SMART (specific, measurable, achievable, realistic and time bound) and are designed to motivate and encourage performance. Our objectives for 2011/12 were: -

- Improve road safety through the enforcement of School Keep Clear restrictions and areas marked by zigzags
- Increase passenger journeys on the Durham Park and Ride service by continuing to provide a high quality accessible service
- Improve quality and accessibility of public transport through the enforcement of bus stop clearway markings and taxi ranks
- Improve road safety and the local environment by educating drivers about the implications of their actions
- Encourage partnership and innovation by assisting in the organisation of festivals and special events
- Meet the needs of people with disabilities by ensuring legitimate use of designated blue badge holder bays
- Build liveable streets and neighbourhoods through the introduction and effective management of controlled parking zones and areas.
- Ensure the expeditious movement of traffic through the enforcement of waiting and loading restrictions

Our performance against these objectives can be found in Section 8 – Statistical Performance

## Our Policy

Our policies in relation to Civil Parking Enforcement can be found in the Parking Strategy 2008 – 2011.

# Operations profile

We are primarily responsible for the management of Civil Parking Enforcement (CPE) in the former districts of Durham, Chester-le-Street, Derwentside and Easington, the Durham City Controlled Parking Zone (CPZ), Framwellgate Moor and North End Controlled Parking Areas (CPA), Durham City Park and Ride (P&R), Durham City Road User Charge (RUC) and off street pay and display car parks in Durham City, Chester-le-Street, Bishop Auckland and Barnard Castle.

In total we manage 1713 on-street pay and display bays, 81 permit holder only streets, 1157 P&R spaces and 2270 off street pay and display bays. We issued 8,640 permits to residents of Durham City and their visitors and generated over 1.1 million P&R passenger journeys. A summary of all permitted and restricted parking in the CPE areas can be found in Appendix A.

We work in partnership with our contractors, NSL Services and Arriva. Together we have created a partnership with the ability to deliver a first class customer focused service.

### **NSL Services is responsible for –**

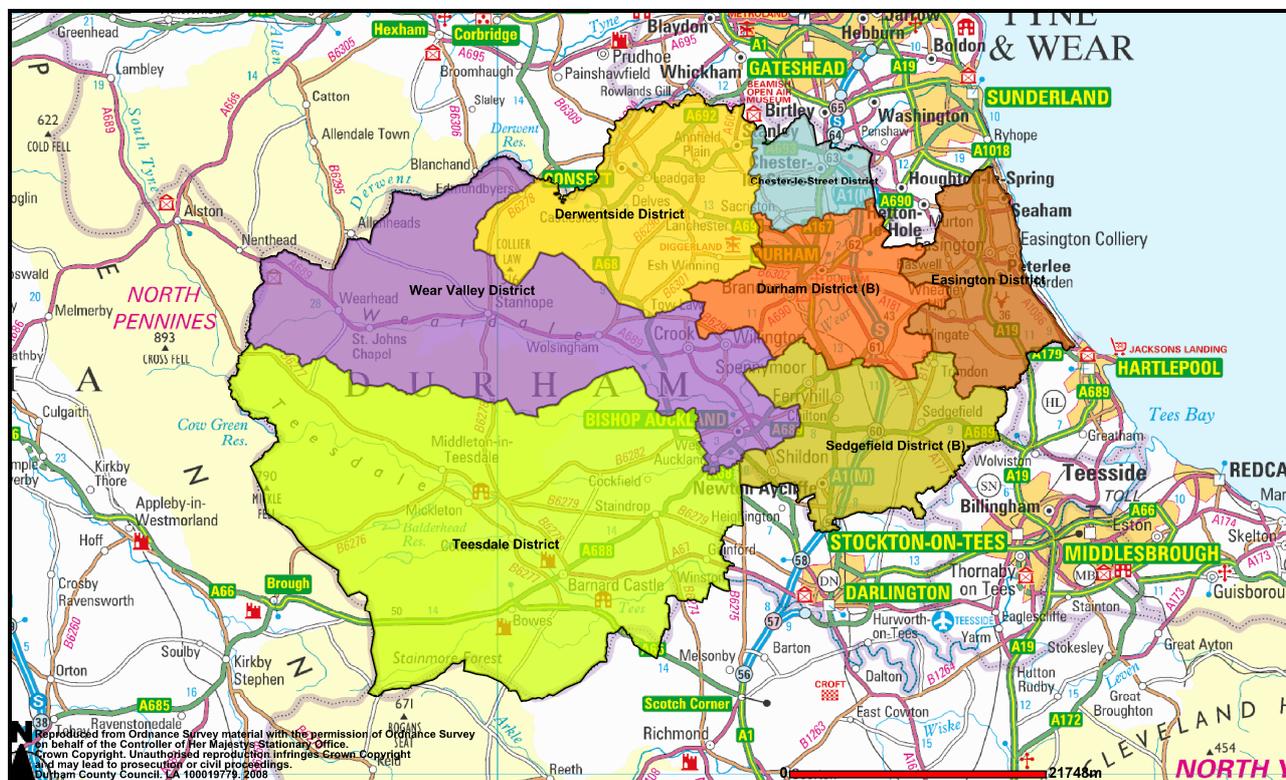
- Civil enforcement of all parking restrictions in the former districts of Durham, Chester-le-Street, Derwentside and Easington
- Operation of Durham City Park and Ride (P&R) sites
- Operation of Durham City Road User Charge (RUC)
- Operation of Durham City Controlled Parking Zone (CPZ), Framwellgate Moor Controlled Parking Area (CPA) and North End CPA
- Operation of Durham City, Chester le Street, Bishop Auckland and Barnard Castle off street car parks
- Processing of all Penalty Charge Notices (PCN) and Excess Charge Notices (ECN) up to Notice to Owner (NtO)
- Cash collection and banking

### **Arriva is responsible for –**

- Operation of the Durham City P&R bus service

## Civil Parking Enforcement (CPE)

CPE was first introduced in Durham District on 3 November 2008. CPE in the north of the county was introduced on 7 November 2011 and include the former districts of Chester-le-Street, Derwentside and Easington. It is expected that CPE will be introduced in the south of the county in 2013, which will include the former districts of Teesdale, Wear Valley and Sedgfield.



## Park and Ride

Durham City is served by three Park and Ride sites on the key routes into the city. These are situated at Belmont, Sniperley and Howlands. A direct bus service runs every 10 minutes to the city centre from each site.

Durham Park and Ride operates Monday to Saturday, 7.00am - 7.00pm (closed Sundays and Bank Holidays). The sites offer free parking for users of the Park and Ride bus service and unlimited daily travel into the city centre and back for £2.00 per person.

Parking at Park and Ride sites is only available to those people purchasing a Park and Ride bus ticket and using the bus service as the service is financed by passenger fare income. Parking and walking, cycling, or car sharing from the sites is not permitted.

All of our Park and Ride sites have achieved the 'Park Mark Safer Parking Award' in recognition of providing a safe and secure environment through the introduction of proven management processes, physical measures and site security systems. The Park and Ride sites are manned and have cctv security cameras relayed to a central control office at the Belmont site manned at all times of operation.

In 2011/12 over 1.1 million passengers used the Park and Ride service.

A recent customer satisfaction survey found that –

- 100% of respondents would overall rate the Park and Ride service as good or very good.
- 87% of respondents waited 0-5 minutes for a bus, 12% waited 6-10 minutes, and 1% waited 11-15 minutes.
- 74% of respondents rated the fare as good value, whilst 26% felt the fare was about right. No respondents rated the fare as expensive.
- 87% of respondents rated the bus stops in the city as easy to find.
- 100% of respondents rated the security at the Park and Ride sites as good or very good.
- 100% of respondents rated the friendliness and helpfulness of the car park operators as good or very good.
- 99% of respondents rated the friendliness and helpfulness of the bus drivers as good or very good.
- 100% of respondents were likely or very likely to recommend the Park and Ride service to others.

The results show that our customers are satisfied with the Park and Ride service.



## Durham City Road User Charge (RUC)

Durham is home to the World Heritage Site of Durham Cathedral and Castle and has been voted the top city to visit in England in a recent national poll. The city attracts over 3.8 million visitors every year, and is widely known for its historic charm.



The Durham RUC aims to reduce traffic congestion, reduce pollution and improve air quality in the heavily pedestrianised historic streets of Durham peninsula. The charge encourages you to gain access to Durham peninsula outside of the Durham RUC hours of operation, when there are fewer pedestrians. This creates safer and more attractive streets for everyone including residents, businesses, shoppers and visitors.

The RUC operates from 10.00am to 4.00pm Monday to Saturday (excluding bank holidays) and a £2 charge applies during the hours of operation.

## Durham City Controlled Parking Zone (CPZ)

Controlled parking helps reduce and control the problems of long stay parking by commuters and office workers, which then helps create space for short stay visitors, such as shoppers and tourists as well as residents and their visitors.

There are 52 permit holder only streets in Durham City. Residents are allocated to a zone and permit holders are able to park in any permit holder only areas and pay and display bays within their zone.

Pay and display bays and permit holder only areas are restricted 8.00am to 6.00pm Monday to Saturday. Parking is free outside of operational hours and on bank holidays.

Permits that are available include:

- Resident Permit
- Resident Visitor Permit/Scratchcard
- Carer Permit
- Builder Permit
- Business Permit

A maximum of two resident permits may be issued per household (minus the number of off street parking places, e.g. driveway, double garage). Due to the historic nature of the streets within the CPZ the supply of on street parking space is limited in some areas. Our policy is that any new developments or conversions carried out after the introduction of the CPZ will not be eligible for parking permits. If a resident finds they are not eligible for permits, they may wish to consider using 'Co-wheels', a not for profit organisation that allows you to book cars in advance for personal use. Further information can be found at [www.co-wheels.org.uk](http://www.co-wheels.org.uk).

## **Framwellgate Moor and North End Controlled Parking Areas (CPA)**

There are 16 permit holder only streets in Framwellgate Moor and 13 permit holder only streets in North End.

Permit holder only areas are restricted 8.00am to 6.00pm Monday to Saturday. Parking is free outside of operational hours and on bank holidays.

Permits that are available include:

- Resident Permit
- Resident Visitor Permit/Scratchcard
- Carer Permit
- Builder Permit
- Business Permit

Residents within the Framwellgate Moor CPA and North End CPA are eligible to purchase a maximum of three resident permits per household. All properties within the CPA are eligible.

## **Off Street Car Parks**

The Parking Services team manage the off street car parks in Durham City, Chester-le-Street, Bishop Auckland and Barnard Castle. Further information on our car parks can be found in Appendix A.

## Chapter 4

# The Traffic Management Act 2004

The Traffic Management Act 2004 (TMA) imposes an explicit duty on local authorities to manage their network to reduce congestion and disruption. The Act provides the scope for authorities to assume responsibility for the enforcement of non endorsable parking contraventions and some moving traffic offences from the police.

The legal framework for enforcement authorities in England comprises Part 6 of the TMA and the regulations to bring Part 6 into effect. The TMA and the associated regulations have afforded powers that were already available to authorities in London, giving greater consistency across the country while allowing for parking policies to suit local circumstances. The framework aims to make the system fair as well as effective.

On 3 November 2008, we began operating parking enforcement throughout Durham District in accordance with CPE legislation set out in the TMA. This was rolled out to the north of the county (Chester-le-Street, Derwentside and Easington) on 7 November 2011. The Act includes a range of on and off street parking contraventions including prohibited, restricted and permitted parking, together with school and bus stop clearways. We work closely with Durham Constabulary to ensure we can deliver an effective service. Durham Constabulary remains responsible for enforcement of endorsable parking contraventions such as dangerous or obstructive parking.



The enforcement of all moving traffic contraventions throughout the county continues to be the responsibility of Durham Constabulary. However, it is intended that we will assume responsibility following the making of the appropriate legislation.

To date we have approval from the Department for Transport to operate CPE in the former districts of Durham, Chester-le-Street, Derwentside and Easington only. As a consequence, we are required to enforce off street car parks in the south of the County (Bishop Auckland and Barnard Castle car parks) using powers afforded by the Road Traffic Regulation Act 1984. Where a parking contravention occurs in an off street car park in the south of the county an Excess Charge Notice (ECN) is issued.

# Enforcement

We are committed to ensuring that our operational processes and enforcement procedures are fair, efficient, effective and economical.

Operational information relating to the following services is available to view online at [www.durham.gov.uk](http://www.durham.gov.uk)

- Civil Parking Enforcement (CPE)
- Durham City Controlled Parking Zone (CPZ)
- Framwellgate Moor Controlled Parking Area (CPA)
- North End Controlled Parking Area (CPA)
- Durham Park and Ride (P&R)
- Durham City Road User Charge (RUC)
- Durham City, Chester le Street, Bishop Auckland and Barnard Castle off street car parks

All of our enforcement procedures comply with appropriate primary legislation, regulations and traffic regulation orders. Our enforcement procedures can be found at [www.durham.gov.uk](http://www.durham.gov.uk)

### Penalty Charge Notices (PCN)

The primary purpose of a penalty charge is to encourage compliance with parking restrictions. The issue of a notice acts as a deterrent to those motorists who wilfully contravene regulations and also as a reminder that safe and considerate parking is a requirement for all road users.

The Secretary of State permits us to choose from one of two bands of penalty charges. We have chosen the higher banding of penalty charge to ensure we achieve a level of compliance in line with our aims and ensure our parking operation is self-financing. This is in line with our neighbouring authorities.

We issue a £70 penalty charge for more serious parking contraventions such as parking in a place that is always prohibited and a £50 penalty charge for less serious contraventions such as overstaying where parking is permitted. All penalty charges are reduced by 50% if paid within 14 days.

A list of parking contravention codes and their associated penalty charges can be found in Appendix E and Appendix F.

## Excess Charge Notices (ECN)

The primary purpose of an excess charge is to encourage compliance with parking restrictions. The issue of a notice acts as a deterrent to those motorists who wilfully avoid off street parking charges.

We issue a £50 excess charge notice for parking without displaying a pay and display ticket or displaying a pay and display ticket that has expired. All excess charges are reduced by 50% if paid within 7 days.

## Deployment

We are proactive in the planning and delivery of deployment solutions to ensure that we achieve our aims and deliver the authority's wider transport objectives.

Civil Enforcement Officers (CEOs) are generally deployed 08:00 to 18:00 Monday to Saturday. A reduced level of deployment is undertaken on evenings, Sundays and bank holidays. This reflects the general reduction in demand for parking in the City and surrounding district during these times.

Streets containing parking prohibitions, restrictions and/or permitted parking places within Durham City centre are enforced on a beats basis whereby CEOs undertake a set number of visits on a pre-determined route. Streets receiving the highest number of beats are those where contraventions have the greatest impact upon the achievement of our aims.

Outside of Durham City, streets are enforced on a deployed hours basis. Streets receiving the highest level of deployed hours are those where contraventions would have the greatest impact upon the achievement of our aims and are typically in areas where the local community has expressed concern regarding parking practices.

Parking Services welcome any requests for enforcement in a particular location. All requests made are relayed to the CEOs for investigation. In 2011/12 there were 104 requests for enforcement and all areas were subsequently visited by CEOs. Any requests can be made by contacting Parking Services on 03000 263 985.



## Issuing the PCN and the role of the CEO

CEOs need to observe a vehicle for a time to ascertain whether certain contraventions are taking place. How long depends on the type of contravention. It is important to remember that an observation period is not a grace period. A grace period is a period of time where a contravention is taking place but the authority chooses not to enforce. Our CEOs do not allow a grace period. Please see Appendix E and Appendix F for a list of contravention codes and their associated observation times.

When a CEO believes that a contravention has taken place he will issue a PCN, either to the windscreen of the vehicle or handing it to the driver. A PCN will be served by post if the CEO has been prevented, for example by force, threats of force, obstruction or violence, from serving the PCN either by affixing it to the vehicle or by giving it to the person who appears to be in charge of that vehicle, or if the CEO had started to issue the PCN but did not have enough time to finish or serve it before the vehicle was driven away and would otherwise have to write off or cancel the PCN.

The exercise of discretion rests with back office staff as part of considering challenges against PCNs and representations against a Notice to Owner (NtO). This is to protect CEOs from allegations of inconsistency, favouritism or suspicion of bribery. It also gives greater consistency in the enforcement of traffic regulations.

In addition to issuing PCNs, CEOs report any incorrect signs/lines to the back office, which is then dealt with accordingly. CEOs also have the power to inspect blue badges.

## Immobilisation/Removal

Enforcing authorities have the power to immobilise (clamping) and remove vehicles. The Secretary of State considers that it should only be used in limited circumstances such as where the same vehicle repeatedly breaks parking restrictions and it has not been possible to collect payment for penalties, primarily because the keeper is not registered, or is not properly registered, with the DVLA. Where a vehicle is causing a hazard or obstruction the enforcement authority should remove rather than immobilise. Immobilisation/removal activity should only take place where it gives clear traffic management benefits. For this reason, it is Durham County Council's policy to never immobilise vehicles. We will remove vehicles but only when it is deemed absolutely necessary.

In 2011/12, no vehicles were removed.

# Challenges, representations and appeals

We receive in excess of 7000 items of written correspondence throughout the year relating to challenges, representations and appeals.

All officers dealing with these aspects are well versed in the collection, interpretation and consideration of evidence; writing full, clear but concise responses and presenting our case to adjudicators when necessary. Officers will always give proper consideration to extenuating or mitigating circumstances and respond in a timely manner.

We are also aware of our duty to act fairly and proportionately and will exercise discretion sensibly and reasonably and with due regard to the public interest. We always approach the exercise of discretion objectively and without regard to any financial interest in the penalty or decisions that may have been taken at an earlier stage in proceedings.

We aim to respond to all correspondence in the time periods recommended by the Secretary of State, which are currently 14 days for challenges and 21 days for representations. We consider that this is necessary to resolve any dispute at the earliest stage and to foster good customer relations. Once we have come to a decision, the person making the challenge, representation or appeal will be advised promptly what we have decided to do and why.

Full statistical performance relating to challenges, representations and appeals can be found in Chapter 9 Statistical Performance.

## Chapter 7

# Partnership working

Parking Services team and its partners, NSL and Arriva understand that collaborative working is essential to meeting each organisation's aims and objectives. Together our alliance has assisted us in our pursuit of excellence and innovation in service delivery.

We believe that the most important ingredient in our success is trust; with each partner confident that the other has the resources and competences to fulfill their part and that we each are compatible in terms of attitudes, integrity and openness.

Together we have worked throughout the year with other partners to deliver projects that have improved the economic and social wellbeing of County Durham and its stakeholders. Whilst not comprehensive, the following is a sample of some of our highlights.

### The Miners Gala

The Durham Miners Gala known locally as 'The Big Meeting' is held each July. The event is associated with the coal mining heritage of the Durham Coalfield, which stretched throughout our County. It consists of the parading of banners accompanied by brass bands to the old Racecourse where political speeches are delivered. We were proud to support the event through the increased provision of Park and Ride buses, improving the quality and accessibility of public transport for some of the many thousands of visitors to our city.



## Lumiere

Over four days in November 2011, approximately 140,000 people took to the streets of Durham city to visit the UK's largest light festival. Lumiere consisted of around 80 local and international artists, lighting designers and community groups which brought a sprinkle of winter magic to the city with a breathtaking series of installations and projections that illuminated Durham's buildings, streets and bridges. We supported the event by extending the opening hours of the Park and Ride service and increasing the frequency of the bus service.



## Durham City Christmas Festival

During December 2011 we supported the Durham Victorian Christmas Festival ensuring visitors to the city could enjoy the festive entertainment, which included reindeer for the children, children's lantern procession and carols at Durham Cathedral. This along with our free Christmas Eve Park and Ride made a positive contribution to the economic vitality of the city.

## Chapter 8

# Staff structure and training

We have worked in partnership with NSL Services since the introduction of our first Durham City CPZ in 2000 and Arriva since they were awarded the Durham P&R bus service operation contract in 2009.

Our partnerships are overseen by the Parking Services team. The Parking Services team is contained within the Council's Strategic Traffic Management Section.

### Parking Services Staff Structure and Training

The success of our services depends on the commitment and motivation of our personnel.

As many of our systems and processes are complex, we recognise that it is essential that we give personnel the skills and training to do their jobs effectively and professionally.

We also recognise the importance of aligning the aims and objectives at a wider strategic level to the individual jobs in the Parking Services team so that employees know what they should be doing, how they should be doing it and how this fits with the organisation's overall vision and agenda.

Management personnel have undertaken specialist training and can demonstrate an understanding of –

- Government transport policy and objectives;
- The role of parking regulations and enforcement;
- The legal framework for civil parking enforcement;
- Applying our published policies
- The values and expectations of our stakeholders as expressed in the Council Plan and LTP3

Each team member has undertaken specialist training and has an understanding of –

- the legal framework for civil parking enforcement;
- applying our published policies;
- parking contravention codes and descriptions, and their use;
- challenges and representations
- mitigation
- traffic regulation orders
- signs and lines

Appendix B details the staff structure within Strategic Traffic Management Section.



We consider that the Parking Services team is currently appropriately resourced. However, the expansion of our services throughout County Durham in accordance with our Parking Strategy will inevitably result in an increase in workload. This will necessitate additional resource in order to maintain a professional, efficient, timely and user-friendly service.

### **NSL Services Staff Structure and Training**

NSL Services provides resource for enforcement and management of all prohibited, restricted and permitted parking within the CPE areas. They also undertake processing of all PCNs and ECNs up to 'NtO' stage, management of the Durham City P&R sites, operation and management of Durham City RUC scheme and Bishop Auckland and Barnard Castle's off street car parks.

NSL Services consider that having a stable, experienced and motivated workforce is one of the most important elements of running a successful parking operation. At the heart of this are the learning opportunities and the training and development support given to the front line operations teams, to their team leaders and managers and to the business teams and support functions that help them to fulfil their roles.

Appendix C details the staff structure for NSL Services Group.

Appendix D details the training plan set out by NSL Services Group for its employees.

## Chapter 9

# Financial Performance

The operation of our services generates significant income and expenditure. For our operations to remain self-financing it is necessary to ensure that our income is, and remains, in line with our expenditure.

We aim for a cost neutral package of services where all costs are met from revenue generated through on and off street pay and display, PCNs, and P&R fares.

### Parking Services Financial Information

Income from on street parking charges and PCN payments (whether for on-street or off-street enforcement) must only be used in accordance with section 55 of the Road Traffic Regulation Act 1984 (RTRA 1984). Any income remaining after enforcement costs have been met must be used for transport provision for the benefit of road users.

### Parking Services Account

Income subject to section 55 of the RTRA 1984 is generated from –

	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
On Street Pay and Display revenue	£800,919	£780,529	£870,321
Permits and Scratch cards	£47,195	£43,665	£45,052
PCNs	£269,054	£306,509	£425,236
Other	£0	£1347	£0
<b>Total</b>	<b>£1,117,168</b>	<b>£1,132,051</b>	<b>£1,340,609</b>

Expenditure funded from income subject to section 55 of the RTRA 1984 –

	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
Provision of Parking Shop	£181,614	£187,910	£204,745
Issue of PCN	£21,533	£22,293	£31,977
Issue of NtO	£1,330	£1,237	£1,591
On Street Enforcement 8am - 6pm - Mon to Sat	£271,813	£273,549	£289,593
On Street Enforcement evenings, Sundays and bank holidays	£882	£5,852	£10,767
Payments to PATROL	£5,878	£5,865	£8,015
Payments to TEC	£3,420	£5,000	£7,000
On Street cash collection	£25,107	£23,947	£25,304
On Street P & D machine maintenance	£35,748	£26,640	£14,876
Issue of ECN (Off Street)	-	£5,844	£9,686
Issue of NtO (Off Street)	-	£259	£608
Off Street Enforcement	£27,923	£61,168	£184,741
Off Street cash collection	-	£7,948	£42,931
Off Street P & D machine maintenance	-	£583	£638
Management of Durham City RUC + access restrictions	£39,027	£36,375	£36,375
Maintenance of RUC and other access restrictions	£19,934	£13,580	£10,337
Management of Durham City P&R sites	£237,900	£269,496	£282,721
Provision of P&R bus service	£844,873	£837,697	£871,205
Utility costs – Water Rates, electricity (Estimate)		£50,000	£165,000
Other – inc non domestic rates	£43,310	£88,117	£410,676
<b>Total</b>	<b>£1,760,292</b>	<b>£1,923,362*</b>	<b>£2,608,786**</b>

\*Increase in overall expenditure resulting from increase in contractor charges in line with Retail Price Index (RPI) and enforcement of Chester le Street off street car parks.

\*\*Increase in overall expenditure resulting from increase in contractor charges in line with Retail Price Index (RPI) and enforcement of Bishop Auckland and Barnard Castle off street car parks.

Total income of £1,340,609 minus expenditure of £2,608,786 created a deficit of £1,268,177. This deficit was funded from income **not** subject to section 55 of the RTRA 1984 which is -

Income **not** subject to section 55 of the RTRA 1984 is generated from –

	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
Off Street Car Parks	£264,194	£549,599*	£1,164,891**
Durham City RUC	£64,580	£33,781	£1,692
P&R passenger payment	£484,678	£491,701	£562,875
P&R concession subsidy	£190,158	£189,741	£163,372
Advertising	£0	£0	£8,700
Recovered damages	£0	£0	£0
Other	£0	£0	£0
<b>Total</b>	<b>£1,003,610</b>	<b>£1,264,822</b>	<b>£1,901,530</b>

\*Increase in Off Street Car Parks income 2010/11 resulting from acquisition of Chester le Street off street car parks from former Chester le Street District Council.

\*\*Increase in Off Street Car Parks income 2011/12 resulting from acquisition of Bishop Auckland and Barnard Castle off street car parks from former Wear Valley & Teesdale District Council

The total income not subject to section 55 of the RTRA 1984 was £1,901,530 minus a deficit of £1,268,177 leaving an overall Parking Services surplus of £633,353.

### Action Taken with Respect to Surplus

The surplus of £633,353 contributed to the operation of Durham City Shopmobility, the provision of public transport to Durham's Historic Peninsula through the Durham City Cathedral Bus and the development of CPE in south Durham.

Shopmobility loans scooters and wheelchairs to members with a mobility difficulty and offers a fully accessible minibus service that is used to transport registered members to and from their homes to the city centre.

The Cathedral bus offers easy access to the Cathedral and Castle as well as city centre shopping areas from the railway station and off street car and coach parks. The service was introduced to support a reduction in vehicular traffic on the Historic peninsula and World Heritage site.

The development of CPE for south Durham will allow us to assume responsibility for the enforcement of non endorsable parking contraventions from the police in the former districts of Teesdale, Wear Valley and Sedgfield when introduced in 2013.

### Forecast for Financial Year 2012/13

We expect to generate an increase of £100,000 in income subject to section 55 of the RTRA 1984.

We expect movement in income to be generated from payments of PCNs and increase total income from £1,340,609 to approximately £1,440,000.

We expect to generate an increase of £25,000 in expenditure funded from income subject to section 55 of the RTRA 1984.

As CPE North Durham was introduced in November 2011 the expenditure for 2011/12 does not demonstrate the effect this has had over the full financial year. We expect movement in expenditure to be generated from the enforcement cost for CPE over the 12 month period. This will increase expenditure from £2,608,786 to approximately £2,634,000.

We expect income **not** subject to section 55 of the RTRA 1984 to remain broadly the same.

# Chapter 10

## Statistical Performance

### Civil Parking Enforcement Performance

On 3 November 2008, we began operating parking enforcement throughout Durham District under the CPE legislation. This was extended into the north of the county (Chester-le-Street, Derwentside and Easington) on 7 November 2011. For the purpose of this report we have included all available statistical information.

### On Street Penalty Charge Notices (PCNs) -

A total of 11,245 PCNs were issued for on street contraventions from 1 April 2011 - 31 March 2012. The total number of PCNs for each contravention can be found in Appendix E.

	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
Number of on street PCNs issued	9,549 (89% of all PCNs)	8,646 (88% of all PCNs)	11,245 (84% of all PCNs)

### Off Street Penalty Charge Notices (PCNs)

A total of 2,164 PCNs were issued for off street contraventions from 1 April 2011 - 31 March 2012. The total number of PCNs for each contravention can be found in Appendix F.

	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
Number of off street PCNs issued	1,152 (11% of all PCNs)	1,129 (12% of all PCNs)	2,164 (16% of all PCNs)

The line graph in figure 1 below shows the total number of PCNs issued. There was a small drop in PCNs issued in 2010/11. This demonstrates that motorists in Durham District were becoming more compliant with parking restrictions than in the previous year. The increase in 2011/12 reflects the commencement of CPE in the north of the county.

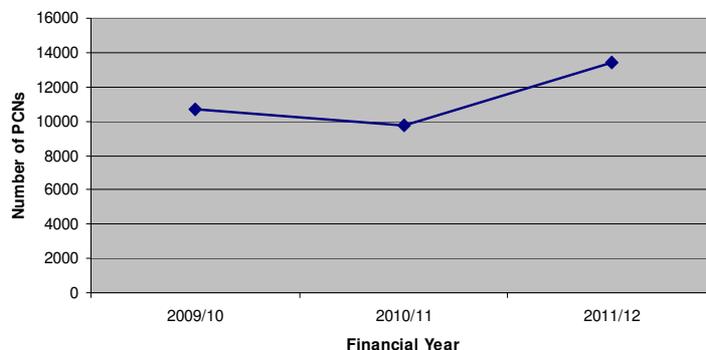


Fig. 1: Line graph showing number of PCNs issued over the last three years

Figure 2 shows the number of PCNs issued on a month by month basis, including those issued at the higher and lower rates. The increase in higher level PCNs issued from December onwards is due to the introduction of CPE in the north of the county (there are very few pay and display parking places in the north of the county so the number of lower level PCNs issued remains broadly the same).

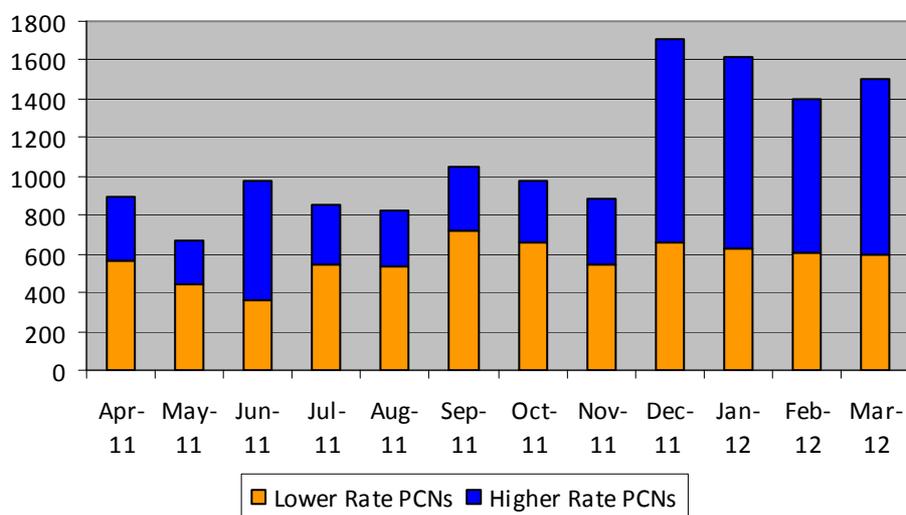


Fig. 2: PCNs issued on a monthly basis, including those issued at the higher and lower rates

### Payment Stage (PCN's)

When a PCN is issued, payment of the charge may be made at various stages of representation and appeal in accordance with relevant primary legislation and regulations. Early payment results in a discounted charge being accepted. Late payment generally results in higher charges being payable.

Payment Stage	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
Number of PCNs paid within 14 days (discounted)	5,609 (52% of all PCNs)	5,795 (59% of all PCNs)	8,091 (60% of all PCNs)
Number of PCNs paid before Charge Certificate issued (within 56 days)	795 (7% of all PCNs)	682 (7% of all PCNs)	862 (6% of all PCNs)
Number of PCNs paid after Charge Certificate served	214 (2% of all PCNs)	152 (2% of all PCNs)	214 (2% of all PCNs)
Number of PCNs with an amount outstanding	554 (5% of all PCNs)	563 (6% of all PCNs)	714 (5% of all PCNs)
Number of Charge Certificates registered	676 (6% of all PCNs)	986 (10% of all PCNs)	1,201 (9% of all PCNs)
Number of Warrants of Execution issued	598 (6% of all PCNs)	942 (10% of all PCNs)	1,098 (8% of all PCNs)
Number of PCNs written off (bailiffs cannot recover and foreign vehicles)	236 (2% of all PCNs)	18 (0% of all PCNs)	31 (0% of all PCNs)
Number of PCNs cancelled	2,350 (22% of all PCNs)	2,531 (26% of all PCNs)	3,497 (26% of all PCNs)

## Off Street Excess Charge Notices (ECNs)

A total of 3,632 ECNs were issued for off street contraventions from 1 April 2011 - 31 March 2012.

	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
Number of off street ECNs issued	0	2,091	3,632

## Payment Stage (ECNs)

When an ECN is issued, payment of the charge may be made in accordance with relevant legal orders. Early payment results in a discounted charge being accepted. Late payment generally results in a higher charge being payable.

Payment Stage	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
Number of ECNs paid within 7 days (discounted)	-	1,261 (43% of all ECNs)	2,098 (58% of all ECNs)
Number of ECNs paid after 7 days	-	221 (8% of all ECNs)	319 (9% of all ECNs)
Number of ECNs with an amount outstanding	-	67 (2% of all ECNs)	156 (4% of all ECNs)
Number of ECNs cancelled	-	542 (19% of all ECNs)	1059 (29% of all ECNs)

## PCN Challenges, Representations and Appeals

A PCN may be contested at various stages in accordance with relevant primary legislation and regulations.

- An informal challenge can be made before the issue of an NtO.
- A formal representation can be made after the issue of the NtO but before the issue of a Charge Certificate
- An appeal to the Traffic Penalty Tribunal (TPT) can be made following the service of a Notice of Rejection of representation.

Challenges	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
Number of PCNs resulting in informal challenge	3,100 (29% of all PCNs)	2,966 (30% of all PCNs)	4,039 (30% of all PCNs)

Reason for cancellation of PCN at challenge stage	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
Cancelled see letter details	237 (8% of all challenges)	192 (6% of all challenges)	374 (5% of all challenges)
Cancelled Processing Error	21 (1% of all challenges)	32 (1% of all challenges)	40 (1% of all challenges)
Cancelled CEO Error	56 (2% of all challenges)	54 (2% of all challenges)	137 (3% of all challenges)
Cancelled Machine Fault	11 (1% of all challenges)	17 (1% of all challenges)	8 (0% of all challenges)
Cancelled Vehicle Broken Down	11 (1% of all challenges)	6 (0% of all challenges)	11 (0% of all challenges)
Cancelled Valid Ticket Produced	381 (12% of all challenges)	568 (19% of all challenges)	656 (16% of all challenges)
Cancelled Signs/Lines	19 (1% of all challenges)	14 (0% of all challenges)	156 (4% of all challenges)
Cancelled Blue Badge Holder	463 (15% of all challenges)	775 (26% of all challenges)	1193 (30% of all challenges)
Cancelled DVLA No Trace	161 (5% of all challenges)	219 (7% of all challenges)	250 (6% of all challenges)
Cancelled First Invalid Scratchcard	321 (10% of all challenges)	471 (16% of all challenges)	299 (7% of all challenges)
Cancelled General Reason	8 (0% of all challenges)	12 (0% of all challenges)	11 (0% of all challenges)
Cancelled Mitigating Circumstances	15 (0% of all challenges)	13 (0% of all challenges)	28 (1% of all challenges)
Cancelled Resident Permit Produced	58 (2% of all challenges)	59 (2% of all challenges)	50 (1% of all challenges)
Cancelled Spoiled Before Issue	6 (0% of all challenges)	26 (1% of all challenges)	33 (1% of all challenges)

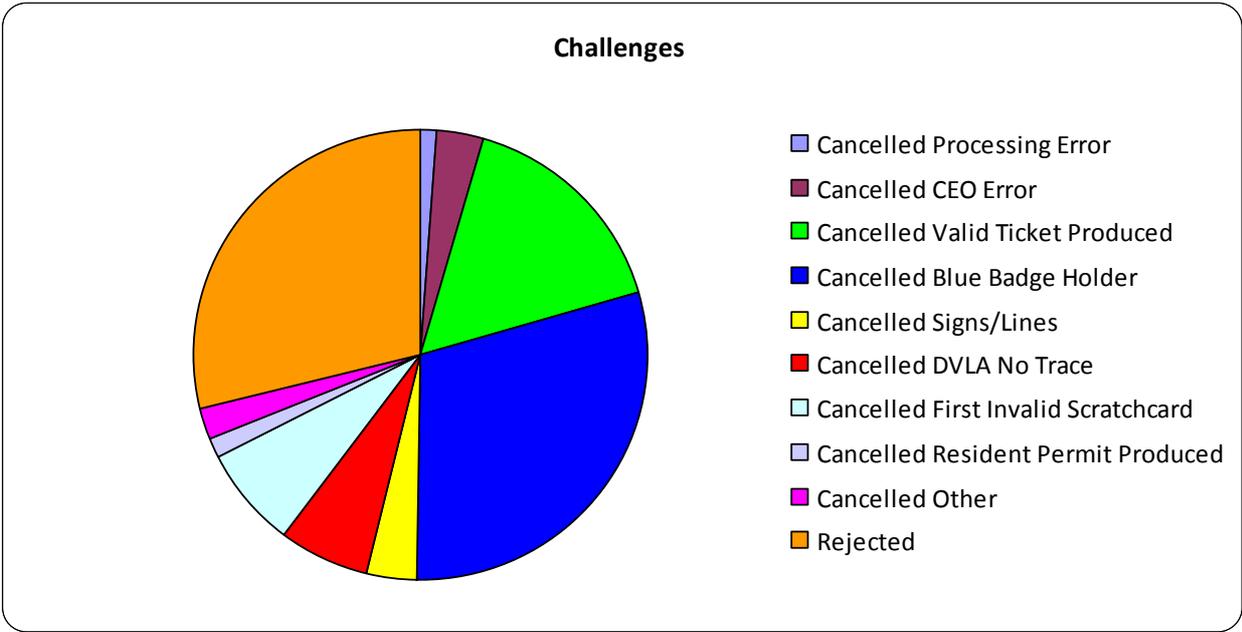


Fig. 3: Challenges rejected and cancelled, plus reasons for cancellation

Representations	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
Number of PCNs resulting in a formal representation	410 (4% of all PCNs)	374 (4% of all PCNs)	472 (4% of all PCNs)
Of which resulted in cancellation of PCN	154 (38% of all representations)	141 (38% of all representations)	192 (41% of all representations)
Of which resulted in new NtO being issued (hire companies and changes in registered keepers)	171 (42% of all representations)	149 (40% of all representations)	191 (40% of all representations)
Of which resulted in Notice of Rejection	82 (20% of all representations)	84 (22% of all representations)	89 (19% of all representations)

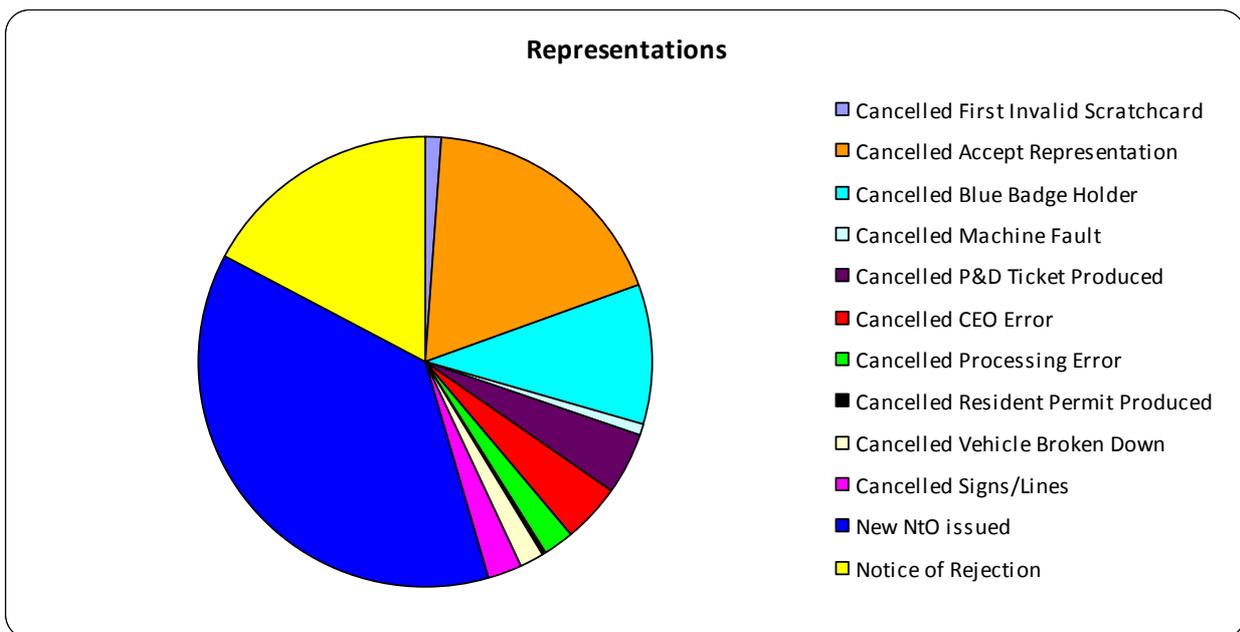


Fig 4: Representations cancelled and rejected, plus reasons for cancellation

Appeals	Financial Year 2009/10	Financial Year 2010/11	Financial Year 2011/12
Number of Appeals at the Traffic Penalty Tribunal	20	11	13 (0.1% of all PCNs)
Of which resulted in cancellation of PCN	11 (55% of all appeals)	3 (27% of all appeals)	2 (15% of all appeals)

Figures 5 and 6 below show how we perform against the average of all councils with CPE powers. The results show that, on average, fewer PCNs issued by Durham County Council were appealed against at the TPT (we are in the top 10% of councils for rate of appeal). Of those who appealed, a smaller percentage of PCNs were subsequently cancelled than the national average (we were in the top 10 out of 265 councils for rate of success, putting us in the top 3% of all councils). This shows that we are fair and are making the right decisions.

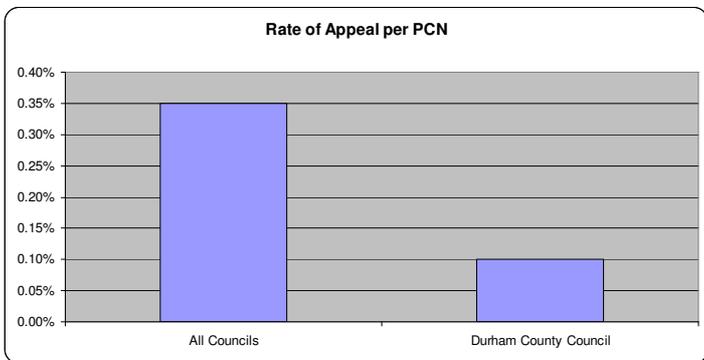


Fig. 5: Rate of appeal per PCN – all councils v Durham County Council

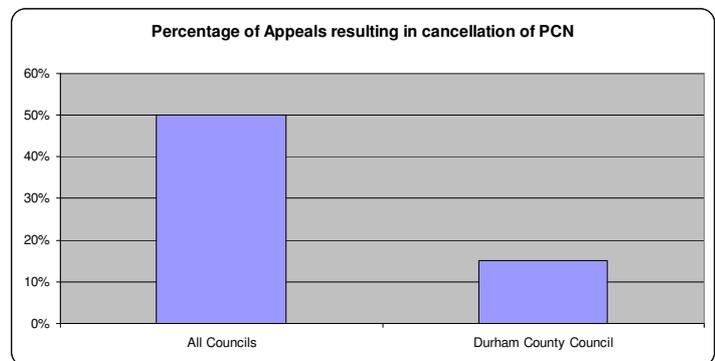


Fig. 6: Percentage of appeals which resulted in the cancellation of the PCN – all councils v Durham County Council

### Our Objectives Performance

Our Parking Service objectives enable us to quantify our performance and confirm that the desired outcomes are being achieved. In addition, they help us to understand our customers' needs and identify ways of improving the quality of the services we deliver.

Detailed below are our objectives along with the appropriate performance measures. They clearly demonstrate how the day-to-day work of Parking Services and its partners, NSL Services and Arriva has once again successfully contributed to the achievement of our organisational aims.

Our objectives	Performance Measure	2009/10	2010/11	2011-12
1 - Improve road safety through the enforcement of School Keep Clear restrictions and areas marked by zigzags	Number of PCNs issued on School Keep Clear restrictions and pedestrian crossing zig zags (Contravention codes 48 and 99)	13	55	143
Comment	<b>We consider road safety to be of paramount importance. The increase in PCNs issued during 2011/12 demonstrates our commitment to the safety of school children in Durham District and the north of the county.</b>			
2 - Increase passenger journeys on the Durham Park and Ride service by continuing to provide a high quality accessible service	Number of passenger journeys on the Durham Park and Ride service	1,021,848	1,043,249	1,171,264
Comment	<b>A year on year increase in Park and Ride passenger journeys demonstrates the continued success and increasingly broad appeal of the Park and Ride service.</b>			
3 - Improve quality and accessibility of public transport through the enforcement of bus stop clearway markings and taxi ranks.	Number of PCNs issued on bus stop clearways and taxi rank restrictions (Contravention codes 45 and 47)	54	191	195
Comment	<b>A programme of bus stop lining and signing improvements allowed us to increase enforcement of bus stop clearway markings. Enhanced enforcement has resulted in an increase in the number of PCNs issued over the last two years. This demonstrates that abuse of bus stop clearways continues to be a problem throughout Durham District and the north of the county.</b>			
4 - Improve road safety and the local environment by educating drivers about the implications of their actions	Number of challenges and representations rescinded on the first occasion (Includes blue badges, invalid scratch cards and valid P&D ticket produced only)	1,789	1,864	2,227
Comment	<b>Parking Services and its partners are aware that the purpose of the penalty charge is to dissuade motorists from contravening parking restrictions, not to raise revenue. Therefore, where an undoubted contravention has occurred we may offer advice and guidance on the first occasion, but question the circumstances more closely if subsequent PCNs are issued. This performance measure reveals how increasingly we are choosing to educate drivers about their actions.</b>			

<b>Our objectives</b>	<b>Performance Measure</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011-12</b>
5 - Encourage partnership and innovation by assisting in the organisation of festivals and special events	Number of festivals and special events where Durham Park and Ride service was used.	4 Fathers Day bus rally, Miners Gala, Lumiere Festival and Christmas Festival	5 Fathers Day bus rally, Miners Gala, Streets of Brass, Tour of Britain Cycling, Christmas Festival	8 Fathers Day bus rally, Miners Gala, Streets of Brass, Tour of Britain Cycling, Big Ride, Lumiere, Food Festival, Christmas Festival
Comment	<b>Once again we have worked throughout the year with other partners to deliver projects that have improved the economic and social wellbeing of County Durham and its stakeholders.</b>			
6 - Meet the needs of people with disabilities by ensuring legitimate use of designated blue badge holder bays	Number of PCNs issued in blue badge holder bays (Contravention code 40 & 87)	715	684	1,237
Comment	<b>Whilst there was a small reduction in contraventions in 2010/11, the number has risen sharply in 2011/12. This is attributed to the implementation of CPE in North Durham. It is predicted that this number will reduce over time when drivers become more educated and compliant with parking restrictions.</b>			
7 - Build liveable streets and neighbourhoods through the introduction and effective management of controlled parking zones and areas.	Number of permits issued within controlled parking zones and areas	7,529	7,930	8,640
Comment	<b>Once again we have worked throughout the year with other partners to deliver projects that have improved the economic and social wellbeing of County Durham and its stakeholders.</b>			
8 - Ensure the expeditious movement of traffic through the enforcement of waiting and loading restrictions	Number of PCNs issued on waiting and loading restrictions (Contravention codes 01 and 02)	1,249	1,100	2,387
Comment	<b>During 2011/12 we have continued to address contraventions occurring on no waiting and no loading restrictions. In 2010/11 the number of notices issued had seen a relative reduction which demonstrated that the work we were doing to ensure the expeditious movement of traffic was having a positive effect. Whilst the number has risen in 2011/12, this is attributed to the implementation of CPE in North Durham. It is expected that this number will decline over time when drivers become more educated and compliant with parking restrictions.</b>			

## Glossary of Terms

### **Arriva**

Arriva are Durham City Park and Ride bus service providers working under contract.

### **Cancellations**

A Penalty Charge Notice is cancelled when we believe that it would be unjust to pursue the case or when there is an applicable exemption.

### **Challenge**

An objection made against a Penalty Charge Notice before a Notice to Owner is issued.

### **Civil Enforcement Officer – CEO**

This is the name given to officers who used to be known as Parking Attendants. They must be employed by the council or through a specialist contractor. In Durham City they are employed through NSL (formerly NCP).

### **Civil Parking Enforcement – CPE**

This is the name given to the enforcement of parking regulations by Civil Enforcement Officers (CEO) under the Traffic Management Act 2004.

### **Contravention**

Failure of the motorist to comply with traffic or parking regulations as set by local Traffic Regulation Orders (TRO).

### **Controlled Parking Zone - CPZ**

An area where parking is restricted during specified times. This ensures that the needs of all motorists are catered for within the city. Signs are placed at entry points throughout the zone and where the restrictions differ to those on entry. There is no requirement to sign double yellow lines however single yellow lines will be signed.

### **Council Plan**

The overarching plan that directs the planning of all services in the Council. It sets out how we will deliver our corporate priorities for improvement and the key actions we will take in support of delivering the longer-term goals.

## **Department for Transport – DfT**

This is the Government department responsible for the English transport network and transport matters in Scotland, Wales and Northern Ireland which are not devolved. The department is run by the Secretary Of State for Transport.

## **Differential Parking Penalties**

This is the name for the different levels of charges implemented by the Traffic Management Act 2004. Higher level contraventions are £70 and lower levels are set at £50. The different charges reflect the seriousness of the offence.

## **Excess Charge Notice - ECN**

This is issued to a vehicle that is believed to be parked in an off street car park in contravention of a local Traffic Regulation Order created under the Road Traffic Regulation Act 1984.

## **Fixed Penalty Notice - FPN**

These were introduced in Great Britain in the 1950s to deal with minor parking offences. These can only be issued by the police.

## **Local Transport Plan – LTP**

A comprehensive five year plan for the future of transport in County Durham. These are an important part of transport planning within England that we are required to present to the Department for Transport.

## **Notice to Owner – NtO**

This is a statutory notice that is served by the authority to the registered keeper of the vehicle that was issued with the Penalty Charge Notice (PCN). This will be served when a Penalty Charge Notice (PCN) is unpaid for 28 days. When the registered keeper, or the person the council believed to be the keeper of the vehicle, receives this they can either;

- make a payment of the full charge
- make a representation (an appeal)

## **NSL – formerly National Car Parks (NCP)**

NSL is Durham County Council's parking enforcement service provider working under contract.

## **Off-street parking**

These are car parking facilities provided on private land i.e. not on the public highway.

## **On-street parking**

These are facilities provided on the kerbside such as pay and display or permit parking.

## **Operational Guidance to Local Authorities: Parking Policy and Enforcement**

Sets out the policy framework within which the Government believes that we should be setting our parking policies. It also advises us of the procedures that we must follow, must have regard and recommends we follow when enforcing parking restrictions.

### **Parking Strategy**

Sets out our strategy for parking between 2008 -11 as well as our policies.

### **Park and Ride - P&R**

There are three Park and Ride sites located on the periphery of Durham City that operate 7am – 7pm Monday to Saturday.

### **PATROL**

The Joint Committee of England and Wales for the civil enforcement of Parking and Traffic Regulations Outside London.

### **Penalty Charge Notice – PCN**

This is issued to a vehicle that is believed to be parked in contravention of the local Traffic Regulation Order.

### **Registered Keeper**

The person who is deemed to be legally responsible for the payment of a PCN. These details are obtained from the Driver and Vehicle Licensing Agency (DVLA).

### **Representation**

This is a challenge against the PCN after the Notice to Owner is issued.

### **Road User Charge – RUC**

A road user charge operates in Durham City centre from 10am to 4pm Monday to Saturday, restricting access to the historic peninsula area. The charge is £2, pay on exit.

### **Special Parking Area - SPA**

An area where on-street parking is subject to Civil Parking Enforcement (CPE). Local Authorities will enforce the regulations through Civil Enforcement Officers.

### **Traffic Enforcement Centre - TEC**

The Traffic Enforcement Centre (TEC) at Northampton County Court processes requests to register Charge Certificates.

### **Traffic Management Act 2004 – TMA**

This act was passed by UK government in 2004. This law details street works and parking regulations. The act has been implemented since 31st March 2008.

### **Traffic Penalty Tribunal –TPT**

The Traffic Penalty Tribunal decides appeals against parking penalties issued by Civil Enforcement Authorities in England (outside London) and Wales and against bus lane penalties issued by Civil Enforcement Authorities in England (outside London).

The Traffic Penalty Tribunal is the final stage of appeal for motorists or vehicle owners against a penalty issued by a council in England (outside London) and Wales.

### **Traffic Regulation Order – TRO**

This is the statutory legal document necessary to support any enforceable traffic or highway measures.

## Chapter 12

### Bibliography

Department for Transport (2010) *Operational Guidance to Local Authorities: Parking Policy and Enforcement*, London: The Stationary Office

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Durham County Council (2009) *Council Plan 2012 - 2016*, Durham: Durham County Council

Durham County Council (2011) *Local Transport Plan 3 2011*, Durham: Durham County Council

Durham County Council (2008) *Parking Strategy 2008-2011*, Durham: Durham County Council

# Chapter 13

## Appendices

## APPENDIX A

# Summary of permitted, prohibited and restricted parking in the CPE areas of Durham, Chester-le-Street, Derwentside and Easington

### Prohibited and Restricted Parking

#### No Waiting restrictions

There are approximately 200km of waiting restrictions

#### No Loading restrictions

There are approximately 25km of no loading restrictions

#### Blue Badge Holder Bays

There are 46 blue badge holder bays

#### Loading Bays

There are 97 loading bays

#### Taxi Bays

There are approximately 70 taxi bays

#### Police Bays

There are 6 police bays

#### Bus and Coach Bays

There are 6 bus and coach bays

#### Bus Stop Clearway

There are 1,415 Bus Stop Clearways

#### School Keep Clears

There are approximately 200 'School Keep Clears' covering a distance of 6 km

### Permitted Parking

#### Pay and Display Parking Bays

There are 1,713 on street pay and display bays

#### Permit Parking Areas

There are 81 permit holder only streets, located in Durham City, Framwellgate Moor and North End.

#### Limited Waiting Bays

There are approximately 100 limited waiting bays

## **Off Street Parking**

### Durham City Car Parks

The Sands Car Park, Durham City - 130 spaces

Pay and Display at all times

Designated parking for cars, blue badge holders and motorcycles

Blue Badge holders are not exempt from charges

Motor homes and mini buses pay for each parking bay or part thereof

Sidegate Car Park, Durham City – 110 spaces

Pay and Display at all times

Designated parking for cars only

Blue Badge holders are not exempt from charges

Motor homes and mini buses pay for each parking bay or part thereof

Providence Row Car Park, Durham City – 20 spaces

Pay and Display Monday to Saturday 8am – 6pm

Blue Badge Holders are not exempt from charges

Motor homes not permitted

### Chester le Street Car Parks

Burns Green – 46 spaces

Pay and Display Monday to Saturday 8am – 6pm

Designated parking for cars

Blue Badge holders are not exempt from charges

Civic Centre A (Visitor Car Park) – 35 Spaces

Pay and Display Monday to Friday 8am – 6pm

Designated parking for cars and blue badge holders

Blue Badge holders are not exempt from charges

Civic Centre B (Staff Car Park) – 124 Spaces

Staff parking Monday to Friday

Free visitor parking Saturday and Sunday

Designated parking for cars and blue badge holders

Cone Terrace – 68 Spaces

Pay and Display Monday to Saturday 8am – 6pm

Designated parking for cars and blue badge holders

Blue Badge holders are not exempt from charges

Cricket Club – 6 Spaces

Free visitor parking at all times.  
Designated parking for cars

Foundry Lane – 51 Spaces

Pay and Display Monday to Saturday 8am – 6pm  
Designated parking for cars and blue badge holders  
Blue Badge holders are not exempt from charges

Leisure Centre – 18 Spaces

Pay and Display Monday to Saturday 8am – 6pm  
Designated parking for cars and blue badge holders  
Blue Badge holders are not exempt from charges

Low Chare – 49 Spaces

Pay and Display Monday to Saturday 8am – 6pm  
Designated parking for cars and blue badge holders  
Blue Badge holders are not exempt from charges

Lucy Street – 26 Spaces

Pay and Display Monday to Saturday 8am – 6pm  
Designated parking for cars  
Blue Badge holders are not exempt from charges

Middle Chare – 80 Spaces

Pay and Display Monday to Saturday 8am – 6pm  
Designated parking for cars and blue badge holders  
Blue Badge holders are not exempt from charges

North Burns – 50 Spaces

Pay and Display Monday to Saturday 8am – 6pm  
Designated parking for cars and lorries  
Blue Badge holders are not exempt from charges

Osbourne Road – 47 Spaces

Pay and Display Monday to Saturday 8am – 6pm  
Designated parking for cars and blue badge holders  
Blue Badge holders are not exempt from charges

St Mary's – 32 Spaces

Pay and Display Monday to Saturday 8am – 6pm  
Designated parking for cars and blue badge holders  
Blue Badge holders are not exempt from charges

### Wilfred Street – 42 Spaces

Pay and Display Monday to Saturday 8am – 6pm  
Designated parking for cars and blue badge holders  
Blue Badge holders are not exempt from charges

### Youth Centre – 18 Spaces

Pay and Display Monday to Saturday 8am – 6pm  
Designated parking for cars  
Blue Badge holders are not exempt from charges

### Riverside – 472 Spaces

Pay and Display Monday to Saturday 9am – 8pm  
Designated parking for cars, blue badge holders and coaches  
Blue Badge holders are not exempt from charges

### Barnard Castle car parks

#### Queen Street (Hole in the Wall) – 65 Spaces

Pay and Display Monday to Sunday 8am – 6pm  
Designated parking for cars and blue badge holders  
Two hours of free parking for blue badge holders

#### Galgate – 175 Spaces

Pay and Display Monday to Sunday 8am – 6pm  
Designated parking for cars, parent and toddlers, blue badge holders and coaches  
Two hours of free parking for blue badge holders

### Bishop Auckland car parks

#### Kingsway (Castle Chare) – 23 Spaces

Pay and Display Monday to Saturday 7.30am – 6pm  
Designated parking for cars  
Blue Badge holders are not exempt from charges

#### South Terrace – 21 Spaces

Pay and Display Monday to Saturday 7.30am – 6pm  
Designated parking for cars and blue badge holders  
Blue Badge holders are not exempt from charges

#### Tenters Street – 35 Spaces

Pay and Display Monday to Saturday 7.30am – 6pm  
Designated parking for cars  
Blue Badge holders are not exempt from charges

Kingsway/South Church Road – 35 Spaces

Pay and Display Monday to Saturday 7.30am – 6pm  
Designated parking for cars  
Blue Badge holders are not exempt from charges

Newgate Centre – 300 Spaces

Pay and Display Monday to Saturday 7.30am – 6pm  
Designated parking for cars and blue badge holders  
Blue Badge holders are not exempt from charges

North Bondgate – 172 Spaces

Pay and Display Monday to Saturday 7.30am – 6pm  
Designated parking for cars and blue badge holders  
Blue Badge holders are not exempt from charges

Victoria Avenue – 20 Spaces

Pay and Display Monday to Saturday 7.30am – 6pm  
Designated parking for cars  
Blue Badge holders are not exempt from charges

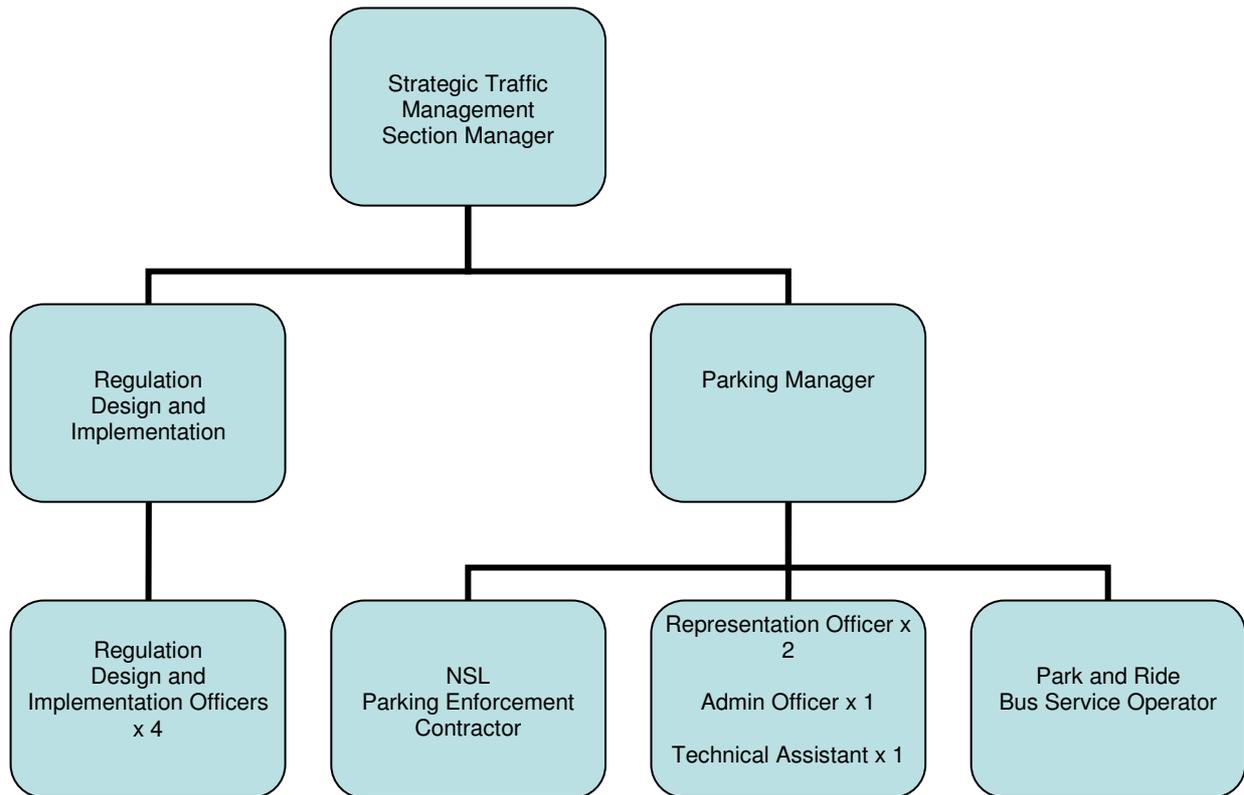
#### Durham Park and Ride

Belmont Park and Ride, Durham City – 533 spaces  
Free parking for Park and Ride users  
Designated parking for cars, blue badge holders, motor homes and electric vehicles

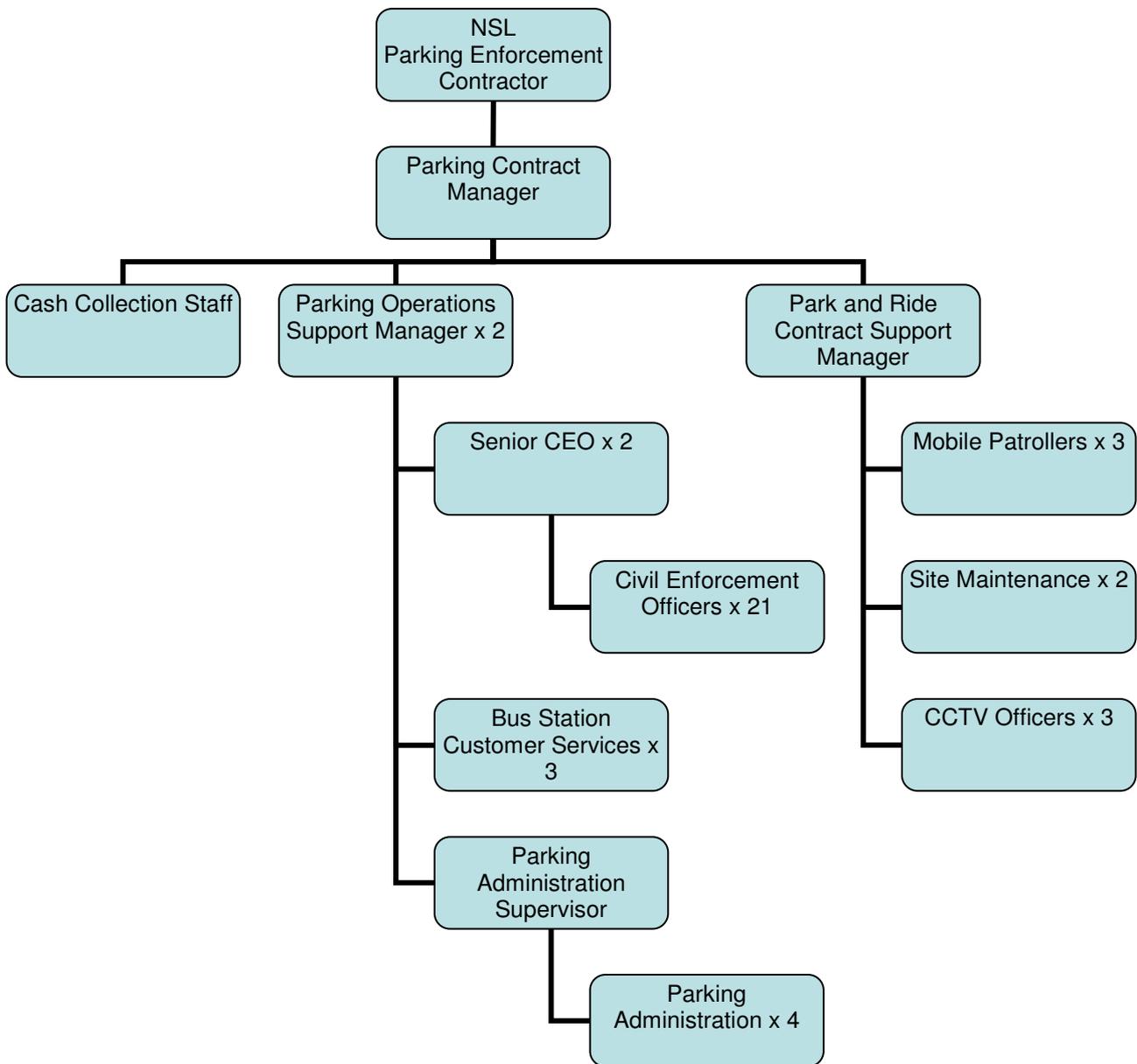
Sniperley Park and Ride, Durham City – 294 spaces  
Free parking for Park and Ride users  
Designated parking for cars, blue badge holders, motor homes and electric vehicles

Howlands Park and Ride, Durham City – 330 spaces  
Free parking for Park and Ride users. Designated parking for cars, blue badge holders, motor homes, coaches and electric vehicles

# Staff structure within Strategic Traffic Management Section



# Staff structure for NSL Services Group



# NSL Services Group Training Plan

Training Requirement	NSL SERVICES GROUP Provision
Career growth and fulfilling potential	NSL SERVICES GROUP Academy with development, training and certified qualifications at each level
Planned approach	<p>L&amp;D strategy with annual training plans</p> <p>Twice yearly L&amp;D reviews</p> <p>Team Training Plans to meet individual and team needs delivered by managers and with L&amp;D function delivery or support as required</p>
C&G PA qualification	Learning delivered as part of Streets Ahead induction prior to working on street with exam at end of course. Individual support and re sit option where appropriate. Thereafter all staff undertake guided on job development and regular performance review during the first three months to ensure competency in the role
Customer focus, conflict and tourist training	<p>All employees undertake the Driving Customer Focus Certificated Programme as part of Induction Programme before undertaking their role. The programme covers customer service, conflict management and bespoke local and client requirement knowledge and practical activity</p> <p>On-going development within the first nine months includes all employees undertaking a further in depth certificated Conflict Management Course run by Maybo ad an individually designed contract and local area/tourist 'Ambassador' Programme</p>
<p>Specific roles:</p> <ul style="list-style-type: none"> <li>• Team leader/Manager</li> <li>• OBPA's</li> <li>• Radio Controller</li> <li>• Lines and Signs</li> </ul>	<p>NSL SERVICES GROUP has developed a series of job role specific training programmes, and deliver SIA licensed training courses where appropriate to meet the needs of specific roles and where PA and other staff have additional responsibilities .</p> <p>Prior to commencement of induction a training and delivery plan is formulated to meet the these job skills training needs for groups or individuals in addition to induction and Driving Customer training requirements and is delivered and monitored by the contract Training Officer and L&amp;D Team.</p> <p>Further group and individual training needs are identified and built into the annual team plan to ensure al requirements are met</p>

Training Requirement	NSL SERVICES GROUP Provision
<p>NVQ Level 2 Controlling Parking Areas or equivalent</p>	<p>NSL SERVICES GROUP Stage 2 Academy Award – Driving Excellence provides all staff with the opportunity to undertake a programme of training and development, assessment, external verification, certification and achievement award after 3 months of employment. Usually achieved with 9 months employees undertake a programme that uses NVQ/NVQ Lv 2 CPA as the minimum standard but which additionally includes further learning and development with an additional Team Work module</p> <p>At 9-24 months employees are then able to progress to Stage 3 award by undertaking further development modules focused on multi skilling, advanced customer and client relations and team leader appreciation before being considered for promotion and progression through stage 4 and 5 team leader and manager development</p>
<p>Refresher training / briefings</p>	<p>Managers and Team Leaders are provided with trainer skills training, L&amp;D coaching and resource support to enable them to fulfil their key responsibility of training the staff on a regular basis – in training sessions and at briefings. Activity is monitored regularly by the L&amp;D Manager, through performance reviews conducted by line managers and additional training delivery is provided by the contract Training Officer to ensure that all refresher and new skills/knowledge training is completed</p>
<p>Training support, evidence and achievement</p>	<p>All employees are provided with quality training materials, workbooks and personal / job skills development records. In addition NSL SERVICES GROUP operate a personnel and training record process where every training activity, development programme and certificated / accredited learning activity is recorded commencing at induction and updated throughout the individual's career. L&amp;D Reviews and regular Training Officer &amp; HR Manager visits ensure that all records are updated and maintained regularly. Copies of certificates are placed on the individual's files and can be provided as required</p>

Training Requirement	NSL SERVICES GROUP Provision
<p>Provision of training information / client liaison</p>	<p>NSL SERVICES GROUP Academy aim to build strong links and relationships with the client and to that end are able and happy to provide:</p> <ul style="list-style-type: none"> <li>• Copies of training information and materials</li> <li>• Documentary evidence of training requirements met. Training and certification records</li> <li>• Opportunities for client personnel to attend any of the Academy training programmes including Streets Ahead Induction, technical skills courses, leadership and management programmes</li> <li>• Opportunities for client input into training courses or to identify further training and development requirements</li> <li>• Opportunities to meet and update to ensure client is fully briefed on the Academy learning and development provision and has opportunity to feedback on provision, content and results</li> </ul>

## Total number of PCNs for each on street contravention

Code	Contravention (on street)	Observation Period	Penalty	PCNs Issued 2009/10	PCNs Issued 2010/11	PCNs issued 2011/12
01	Parked in a restricted street during prescribed hours	5 mins	£70	1,013	757	1,661
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	0 mins	£70	236	343	726
05	Parked after the expiry of paid for time	5 mins	£50	1,574	1455	1,572
06	Parked without clearly displaying a valid pay & display ticket or voucher	5 mins	£50	2,530	2518	2,762
16	Parked in a permit space without displaying a valid permit	5 mins	£70	874	859	1,046
18	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0 mins	£70	0	0	7
19	Parked in a residents' or shared use parking place or zone displaying an invalid permit, an invalid voucher or an invalid pay & display ticket	5 mins	£50	1,184	908	481
21	Parked in a suspended bay or space or part of bay or space	0 mins	£70	2	2	12
22	Re-parked in the same parking place or zone within one hour (or other specified time) of leaving	0 mins	£50	0	0	1
23	Parked in a parking place or area not designated for that class of vehicle	0 mins	£70	2	14	16
24	Not parked correctly within the markings of the bay or space	0 mins	£50	32	39	75
25	Parked in a loading place during restricted hours without loading	Private car - 5 mins Commercial - 20 mins	£70	695	546	1,009
26	Parked in a special enforcement area more than 50 cm from the edge of the carriageway and not within a designated parking place	0 mins	£70	1	2	4

27	Parked in a special enforcement area adjacent to a dropped footway	0 mins	£70	0	3	12	
30	Parked for longer than permitted	5 mins	£50	198	218	299	
40	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 mins	£70	715	684	1,138	
42	Parked in a parking place designated for police vehicles	0 mins	£70	31	51	47	
45	Parked on a taxi rank	0 mins	£70	7	161	86	
47	Stopped on a restricted bus stop or stand	0 mins	£70	47	30	109	
48	Stopped in a restricted area outside a school when prohibited	0 mins	£70	13	39	143	
49	Parked wholly or partly on a cycle track or lane	0 mins	£70	0	1	0	
99	Stopped on a pedestrian crossing or crossing area marked by zigzags	0 mins	£70	14	16	39	
w01	Warning Notice - General on street	-	-	370	436	1,219	
w40	Warning Notice - Blue Badge	-	-	11	2	45	
				<b>TOTAL</b>	<b>9549</b>	<b>9084</b>	<b>12,509</b>

## Total number of PCNs for each off street contravention

Code	Contravention (off street)	Observation period	Penalty	PCNs Issued 2009/10	PCNs Issued 2010/11	PCNs issued 2011/12
73	Parked without payment of the parking charge	5 mins	£50	6	14	53
74	Using a vehicle in a parking place in connection with the sale or offering or exposing for sale of goods when prohibited	0 mins	£70	0	1	0
80	Parked for longer than the maximum period permitted	5 mins	£50	1	0	0
81	Parked in a restricted area in a car park	0 mins	£70	20	6	11
82	Parked after the expiry of paid for time	5 mins	£50	135	222	445
83	Parked in a car park without clearly displaying a valid pay & display ticket or voucher or parking clock	5 mins	£50	358	596	948
86	Parked beyond the bay markings	0 mins	£50	29	62	123
87	Parked in a designated disabled person's parking place without displaying a valid disabled person's badge in the prescribed manner	0 mins	£70	38	35	99
89	Vehicle parked exceeds maximum weight or height or length permitted in the area	0 mins	£70	0	0	0
91	Parked in a car park or area not designated for that class of vehicle	0 mins	£70	31	21	87
92	Parked causing an obstruction	0 mins	£70	0	1	1
93	Parked in car park when closed	0 mins	£50	6	52	176
95	Parked in a parking place for a purpose other than the designated purpose for the parking place	5 mins	£50	1	119	217
w02	Warning Notice - General off street	-	-	506	461	165
w87	Warning Notice - Blue Badge off street	-	-	20	14	16
<b>TOTAL</b>				<b>1151</b>	<b>1604</b>	<b>2341</b>

Durham County Council  
Parking Services  
County Hall  
Durham  
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**Please ask us if you would like this document summarised in another language or format.**

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